

## Customer Experience (CX) Specialist



Project Title	Customer Experience (CX) Specialist
Project Summary	Do you thrive in a challenging, fast-paced work environment? Are you a wiz at creating data visualizations? If you answered yes to either of those questions, then we want you to work with us! Come join our team in VHA Digital Media!
Country	United States

## Project Description

For this project, you will work closely with the Digital Program Manager to create data visualization products that help support executive level, data-driven decision making. You will leverage multiple reporting platforms and be responsible for creating dashboards and other visual representations of data for general audiences and senior management. Work will largely be centered around our American Customer Service Index (ACSI) questionnaire and requires careful attention to detail when measuring multiple, sometimes disparate data endpoints.

## Required Skills or Interests

Skill(s)
Coding
Data analysis
Data visualization
Survey / polling design

## Additional Information

The Veterans Health Administration (VHA) is the largest integrated health care system in the United States, providing care at 1,250 health care facilities, including 172 VA Medical Centers and 1,069 outpatient sites of care of varying complexity (VHA outpatient clinics) to over 9 million Veterans enrolled in the VA health care program. Learn more about our organization: <https://www.va.gov/health/>.

## Language Requirements

*None*